Patient and Family Engagement: a Partnership Approach

Healthcare, Patients & Families Partnering to Improve Outcomes & Achieve Safety Across the Board
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II. Who We Are

Victoria and Armando Nahum

Victoria and Armando Nahum co-created Safe Care Campaign, www.safecarecampaign.org in 2006 after the death of their son, Joshua. He died after a healthcare associated gram-negative infection in his cerebro-spinal fluid caused him to become a permanent ventilator-dependent quadriplegic.

During the course of just 10 months Victoria, her father-in-law and her son all became infected with HAIs in 3 different hospitals in 3 different states. Safe Care Campaign works with healthcare providers, engaging them to work together in a concerted effort to prevent infections and all-cause harm.

Victoria and Armando serve on several Patient and Family Advisory. They work closely with the CDC and their work has been featured in many publications in the USA, Canada and South America.

Martin J. Hatlie, JD

CEO of Project Patient Care, a Chicago based coalition dedicated to using the voice of the patient to improve care. Mr. Hatlie is a longtime patient safety advocate, product developer and consultant. He is a former executive director of the National Patient Safety Foundation and developer of the acclaimed First, Do No Harm® interactive patient safety video series, now used in more than 40 countries. He serves on the World Health Organization’s Patients for Patients Safety Steering Group, and is co-founder and Program Chair of Consumers Advancing Patient Safety, a not for profit organization devoted to fostering partnership between consumers and providers to achieve healthcare that is safe, compassionate and just.

Timothy B. McDonald, MD, JD

Service Chief for Anesthesiology and Medical Director of Quality and Safety, Sadra Medical and Research Center, Qatar. Formerly Chief Safety and Risk Officer for Health Affairs at the University of Illinois, Dr. McDonald is a developer of the 7 Pillars Model and is PI of an AHRQ-funded demonstration grant to implement the model in 9 other hospitals and measure effectiveness at improving safety, reducing litigation and increasing patient and family engagement in safety work.
III. What We Do

H2Pi assists hospitals establish Advisory Council infrastructure for healthcare workers, patients & families to collaborate as partners in continuously improving outcomes & achieving Safety Across the Board.

The H2Pi approach models partnership and expedites your ability to sustainably improve patient satisfaction, reduce risk and instill an authentic culture of patient-centered care.

H2Pi clients include the MedStar Health, a 10 hospital system in the Maryland/DC region & VHA Inc. for whom we support a nationwide collaborative
Health Affairs calls Patient and Family Engagement the “blockbuster drug of the 21st Century.”

Preventing medical harm is everyone’s business. Now more than ever, patients and families expect optimal outcomes and are eager to help their hospitals keep them safe from harm.

The ability of hospitals to systemically deliver the best and safest care depends on listening to your customers and including patient and family insights in your outcome improvement work. Patients and families play important roles in coordinating care and often see and hear things their busy providers don’t.

We are all in this together -- from patient to provider, frontline worker to hospital boardroom.

Working in partnership with patients and families maximizes your organization’s ability to achieve Safety Across the Board.
V. Achieving Safety Across the Board

Safety Across the Board: Every hospital in the United States has as its mission to provide quality and safe patient care. Every patient and family member expects hospitals to meet or exceed this goal. Safety Across the Board occurs when hospitals take a systemic approach to measuring, monitoring and continually improving care. Rather than using a “project by project” or “unit by unit” approach, it becomes a focus on systems thinking to reduce all harms occurring in the hospital.

Including the Patient Voice: Engaging patients and families is critical to achieving Safety Across the Board. Incorporating the patient voice into hospital operations actively facilitates quality improvement. Patient and Family Advisory Councils support the Safety Across the Board efforts of the organization by empowering the advisors through training to partner and making them familiar with what is being measured.

Addressing Health Disparities: Health equity is a key tenet to achieving hospital Safety Across the Board. Health equity is advanced by reduction of disparities in quality and safety, commonly associated with race, ethnicity, culture, language and demography. Operationalizing performance strategies to address health equity helps to identify targeted areas of focus that work to eliminate all harm for all patients. Health service delivery organizations focused on health equity create a systems approach to treating the whole person and safeguarding all patients from harm.
VI. How we Do It

The H2Pi journey is direct and straightforward. We work with our clients to:

**Assess Opportunity:**
- Review Existing Policies
- Assess Leadership Attitudes
- Identify Patient/Family Engagement Opportunities

**Plan:**
- Get Leadership Support
- Form a Project Team
- Assess Opportunities
- Develop Goals & Benchmarks
- Develop Charter & Covenants

**Build:**
- Invite Applications
- Interview & Select

**Get the PFPCQS in Action to Achieve Safety Across the Board:**
- Orient & Train
- Track Results
VII. Our Tools

In addition to our professional services we provide educational all-inclusive training guides with dozens of tools:

- **Assessment tools, motivational videos, interactive team-building tools and insightful lessons**
- **Proven strategies to help your hospital identify priorities and achieve a collaborative plan for safer care and quality improvement *Across the Board***
- **A communication blueprint for the most effective patient/provider partnership**
- **Tools your hospital can use to communicate effectively after a patient safety event and win back trust while lowering financial risk and liability**
VIII. PFPCQS Key Benefits

Benefits for healthcare organizations:

- **Hearing** in a collaborative setting what matters most to users of care -- priorities that may be different than what professionals and managers think they are
- **Learning** from the good and bad experiences of the patients and families you serve
- **Establishing** an infrastructure for exploring with patients and families how to maximize their safety and their satisfaction with care
- **Engaging** patients as informed partners when making important decisions
- **Partnering** with patients and families to maximize their understanding of your improvement efforts
- **Responding** to health equity challenges by including diverse people on your advisory council
- **Improving** outcomes and processes of care systemically and continuously
- **Generating** customer trust and loyalty
- **Strengthening** community relations

Benefits for healthcare professionals:

- **Becoming** more aware of the patient’s perspective and needs.
- **Recognizing** the role of patients, family and friends as members of the care team with a common interest in good outcomes
- **Appreciating** barriers to and opportunities for improvement that patients and families bring to the table
- **Being Better Understood** by patients and families
- **Receiving** higher satisfaction ratings by their patients as they collaborate in a patient-centered care model

Benefits for patients:

- **Feeling** valued and included as a person who matters to your hospital
- **Reaffirmed trust** that your hospital cares about your safety and the safety of those you love
- **Understanding** your hospital, its mission, values and commitments to the people they serve
- **Learning** about systems approaches to risk and what your hospital is doing to manage risk and continuously improve
- **Becoming** part of the improvement team dedicated to producing solutions to safety and health equity challenges
- **Recognizing** that collaboration with trusted providers leads to better self-management of chronic conditions and improved adherence to medication regimens
- **Being empowered** as a decision-maker and active participant in your own health care
- **Better outcomes** for you, your family members and others like you
IX. Why H2Pi

We model partnership

H2Pi came together when patient advocates Victoria and Armando Nahum approached professional leaders Tim McDonald and Marty Hatlie with an invitation to share tools and work together. We know how much users and providers of care learn from each other when communication about harm is open and respectful because we experienced it ourselves. The benefit of the tools we offer are our combined varied perspectives on preventing harm and responding with empathy and compassion for all involved when it occurs.

The H2Pi approach is designed to establish an effective organizational structure your hospital can use to create and nurture the head/heart connection that fully engages us as patient/family advisors and professional care providers in systemically learning and improving outcomes.

We have experience as problem solvers

Not every user of care is the appropriate advisor your hospital needs. As in any team, evaluating candidates for a position on your PFPCQS is crucial. Patients, family members and staff differ in their capacity to listen, to work well with others, to generalize from their own experience empathetically to the concerns and priorities of others. Many of our clients came to us with avoidable problems that predictably occur when patient and family advisory councils are not well designed.

Our experience can help you avoid the pitfalls involved in recruiting, organizing and running a successful advisory council that fits your specific needs. Our tools and strategies are focused on helping you find the PFPCQS members enthusiastic about helping your organization excel in producing the win/win result of improved outcomes, and Safety Across the Board!

We get it and we have compiled a variety of ways to help your staffers “get it” too. Our face-to-face consultations, educational resources and webinars will help motivate your team, keep them engaged and trouble-shoot if necessary.

We are “in action” locally, nationally and internationally

H2Pi has been shaped by experiences with clients and partners from around the world. We work with small stand alone hospitals or larger systems. Our clients include teaching institutions and hospitals in urban, rural and midsize city settings.